

# Croydon Council

## For General Release

<b>REPORT TO:</b>	<b>PENSION COMMITTEE</b> <b>8 December 2020</b>
<b>SUBJECT:</b>	<b>Croydon Pensions Administration Team Key Performance Indicators for the Period 1 August 2020 to 31 October 2020</b>
<b>LEAD OFFICER:</b>	<b>Vicki Richardson</b> <b>Head of HR &amp; Finance Service Centre</b>
<b>CABINET MEMBER:</b>	<b>Councillor Callton Young OBE</b> <b>Cabinet Member for Resources &amp; Financial Governance</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:</b> Sound Financial Management: The Pension Committee is responsible for the effective administration of the Local Government Pension Scheme. These Key Performance indicators provide a measure of how well that administration functions.	
<b>FINANCIAL IMPACT</b> Poor administration may ultimately lead to incorrect calculation or payment of benefits or indeed financial penalties.	

### 1. RECOMMENDATIONS

The Committee is asked to:

Note the Key Performance Indicators and the performance against these indicators set out in Appendix A to this report.

### 2. EXECUTIVE SUMMARY

- 2.1 This report sets out Key Performance Indicators for the administration of the Local Government Pension Scheme for the three month period up to the end of October 2020.

### **3. DETAIL**

- 3.1 Good governance suggests that the performance of the administration of the Local Government Pension Scheme should be monitored. This report has been developed using the guidance published by CIPFA (Administration in the LGPS: A Guide for Pensions Authorities) and is reporting to the committee on the LGPS administration performance for the period 1 August 2020 to 31 October 2020. The indicators cover legal deadlines; team performance targets, case levels and take up of member self-service and the indicators and performance against these are detailed more fully in Appendix A to this report.

#### **Commentary**

- 3.2 Priority is always given to the life events that most impact scheme members which are retirements and deaths and the team is largely performing within legal deadlines in those areas.
- 3.3 The team successfully delivered against key annual events including the issuing of annual benefit statements by 31 August and contacting members who have exceeded the annual allowance amount by 6 October.
- 3.4 At end October there were 6046 workflow tasks outstanding which is an increase on the previous month. 55% of these outstanding tasks relate to a historical backlog of deferred benefit cases. A contract has now been awarded to Hymans Robertson to provide third party administration services to clear this backlog. This project is currently in the mobilisation phase.
- 3.5 There are currently vacancies in the Pensions Administration Team for a pension support officer and senior pension officer and recruitment to these vacancies is in progress.
- 3.6 There have been extraordinary challenges for the pension administration team over the last few months including adapting to different ways of working during the pandemic and increased demand due to a staffing review undertaken by the Council, who are the schemes largest employer. It is expected that these challenges, in addition to proposed changes in legislation will further impact pension administration over the coming months, meaning resource levels within the team will need to be kept under review.

### **4. CONSULTATION**

- 4.1 Officers have previously consulted with both the Pension Committee and Local Pension Board on the template for the key performance indicator report which forms the basis of Appendix A.

### **5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS**

- 5.1 There are no financial considerations arising from this report.

## **6. LEGAL CONSIDERATIONS**

- 6.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that there are no direct legal implications arising from the recommendations within this report.

**Approved by:** Sandra Herbert, Head of Litigation and Corporate Law on behalf of the Director of Law and Governance and Deputy Monitoring Officer.

## **7. HUMAN RESOURCES IMPACT**

- 7.1 There are no direct workforce implications arising from the recommendations within this report.

**Approved by:** Sue Moorman, Director of Human Resources

## **8. EQUALITIES IMPACT**

- 8.1 There are no equalities impacts arising from this report.

## **9. ENVIRONMENTAL IMPACT**

- 9.1 There are no environmental impacts arising from this report.

## **10. CRIME AND DISORDER REDUCTION IMPACT**

- 10.1 There are no crime and disorder impacts arising from this report.

## **11. DATA PROTECTION IMPLICATIONS**

- 11.1 **WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?**

**NO**

The Director of Human Resources comments that this report relates to statistical information about the administration of the Local Government Pension Scheme.

**Approved by:** Sue Moorman, Director of Human Resources

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**BACKGROUND DOCUMENTS:** None

**APPENDICES:** Appendix A: Croydon Pensions Admin Team Performance Report, October 2020